

TERMS OF SERVICE

Last Updated: February 25, 2026

These Terms of Service (“Terms”) govern your access to and use of the Zama Shops platform operated by **Zama Shops (Private) Limited** (“Company”, “Zama Shops”, “we”, “our”, or “us”).

These Terms apply to:

- www.zamashops.com
- Zama Shops mobile applications
- Zama Brands
- Buy with Zama Shops
- Zama Ads
- Invite & Earn Referral Program
- All related services (“Services”).

By using the Services, you agree to these Terms.

1. ABOUT ZAMA SHOPS

Zama Shops is an online marketplace platform enabling users to:

- Buy & sell products
- Promote listings
- Operate branded stores (Zama Brands)
- Use commission-based secure transactions (Buy with Zama Shops)
- Participate in referral programs

Zama Shops acts as an intermediary platform unless explicitly stated under Zama Brands.

2. USER ACCOUNTS

You must:

- Be 18+ years old
- Provide accurate information
- Maintain account security
- Not impersonate others

We may suspend or terminate accounts for violations.

3. MARKETPLACE ROLE & LIABILITY

Zama Shops:

- Does not manufacture listed products
 - Does not guarantee product quality (except Zama Brands products)
 - Is not responsible for direct disputes between buyers and sellers
- However, for Buy with Zama Shops, we may hold payments temporarily for security and dispute handling.

4. BUY WITH ZAMA SHOPS (COMMISSION MODEL)

When activated:

- Buyer pays into Zama Shops secure account
- Commission is deducted
- Remaining amount released after confirmation

Funds may be held in case of:

- Fraud suspicion
- Policy violation
- Active disputes

Commission rates may change.

5. ZAMA BRANDS

Zama Brands includes:

- Official Zama-owned products
- Verified partner brands
- Selected premium sellers

For Zama Brands purchases:

- Warranty may apply
- Different return rules may apply
- Zama Shops may act as direct seller

6. PACKAGES & ZAMA ADS

Users may purchase:

- Featured listings
- Store packages
- Promotional boosts

All payments are:

- Non-refundable
- Non-transferable
- Valid for limited duration

Zama Shops may guarantee listing visibility exposure based on package type but does not guarantee sales outcomes.

7. INVITE & EARN REFERRAL PROGRAM

Rules:

- Fake accounts prohibited
- Self-referrals prohibited
- Fraud leads to permanent ban

Zama Shops may:

- Modify rewards
- Cancel balances
- Suspend abusive accounts

Referral rewards hold no cash value unless stated.

8. PROHIBITED CONTENT

Users may not list:

- Illegal items
- Weapons
- Drugs
- Counterfeit goods
- Hate or extremist material

Violations result in removal or suspension.

9. SELLER RESPONSIBILITIES

Sellers must:

- Provide accurate descriptions
- Deliver as promised
- Follow Pakistani laws
- Handle disputes fairly

Failure may result in:

- Account suspension
- Fund withholding
- Permanent ban

10. PAYMENTS & FEES

Payments may be processed via:

- Bank transfer
- Online gateways
- Third-party processors

Zama Shops is not responsible for gateway or banking delays.

All fees exclude applicable taxes.

11. REFUNDS & DISPUTES

Zama Shops may assist but is not obligated to resolve all disputes.

Final decisions rest with Zama Shops platform policy.

12. DATA PRIVACY

We apply reasonable technical and administrative safeguards.

However, no system guarantees absolute security.

13. INTELLECTUAL PROPERTY

Users retain ownership of their content.

By posting, you grant Zama Shops license to display and promote listings.

All Zama Shops branding remains company property.

14. LIMITATION OF LIABILITY

Zama Shops is not liable for:

- Lost profits
- Seller misconduct
- User fraud
- Indirect damages

Maximum liability limited to fees paid in last 12 months.

15. TERMINATION

We may suspend or terminate accounts for:

- Violations
- Fraud
- Platform harm

No refunds for terminated violating accounts.

16. GOVERNING LAW

These Terms are governed by the laws of Pakistan.

Disputes resolved in courts of Pakistan.

17. MODIFICATIONS

We may update these Terms at any time.

Continued use equals acceptance.

18. COMPANY INFORMATION

Zama Shops (Private) Limited

A company incorporated under the laws of Pakistan.

For legal or support inquiries, please contact:

Email: Support@zamashops.com

Official Website: www.zamashops.com